

Exam Preparation Guide

RWMBX-500



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1. The Exam

1.1 Intended Audience

In order to expand the support we offer our partners and customers, RES Software has developed a Certification Program for RES Workspace Manager and RES Automation Manager. The RES Software Certification Program has been developed for anyone seeking official recognition of expertise in RES Software solutions.

This includes, but is not limited to:

- System Administrators
- RES Software Partners
- RES Software Certified Trainers (RCTs)

1.2 Purpose of the Exam

"Our customers and partners continually tell us that RES Software is by far the easiest client management platform that they use. This is very important to us, as we feel that support and training for our partner network and customers is critical to the overall success of our company," said Gene Bonacci, VP of Channels and Strategic Alliances for RES Software. "We strongly encourage our channel partners to take advantage of the opportunity to strategically grow their business through RES solutions. While the Certification Program is optional for our partners and customers, it provides much deserved recognition of their expertise in RES technology and prepares our partners for offering the best service to their RES customer base."

1.3 Number of Questions

The RWMBX-500 RES Workspace Manager 2012 Basic Exam is a 60 item exam written in English.

1.4 Passing Score

The passing score for the RWMBX-500 RES Workspace Manager 2012 Basic Exam is 420 points out of a maximum of 600 points. This is equivalent to 53%.

1.5 Time Limit

The time limit for the RWMBX-500 RES Workspace Manager 2012 Basic Exam is 105 minutes for both native as non-native English speakers.

1.6 Registration and Administration

The RWMBX-500 exam can be taken at any of the Prometric test centers worldwide. Schedule your exam at <http://www.prometric.com>. The Prometric code for this exam is ES0-007.

- In the section For Test Takers, select Information Technology (IT) Certification and choose RES Software
- Click Start on the Get Started banner
- On the next page, please click on Schedule An Appointment (or click on any of the other options to obtain other information before returning to the exam registration process)
- Select your country and state if applicable and click on next;
- On the next page the Client and Program Selection defaults to RES Software. Please confirm the selection and click Next
- The next page contains information on RES Software, please read through this information and then click on the Next button
- Select the RES Software exam you want to take, then click Next
- Select the test center of your choice by clicking Schedule Appointment next to your desired location
- At this point you will need to login with your existing ID, or you need to create a new one. If you are a new candidate, follow the on-screen instructions to complete your profile
- Schedule a date and time when you wish to sit your test, and click Next;
- Follow the instructions to enter your payment details, or enter your voucher number. Then click Commit Registration once
- Confirmation of your exam will appear on screen. You will also receive an e-mail within 24 hours confirming your test booking along with instructions and policies.

1.7 Certification Tracks

- **RWMCP 2012** - RES Workspace Manager 2012 Certified Professional. You achieve this certification by passing the RES Workspace Manager 2012 Basic Exam (RWMBX-500). This certification is version based and does not expire.
- **RCP** - RES Software Certified Professional. You achieve this certification if you pass the most recent RES Workspace Manager (formerly PowerFuse) and RES Automation Manager (formerly Wisdom) exam. This certification expires nine months after a new exam becomes available for a new release of either RES Workspace Manager or RES Automation Manager. During this grace period you need to re-certify for the latest release in order to remain RES Software Certified Professional. The 'old' product certifications will remain valid.
- **RCT** - RES Software Certified Trainer. This certification is intended for Partners who teach the RES Workspace Manager (formerly PowerFuse) and RES Automation Manager (formerly Wisdom) courses. You achieve this certification if you pass the Workspace Manager (formerly PowerFuse) and RES Automation Manager (formerly Wisdom) exam and attend the RES Software Train the Trainer Training (RT3-100). This certification expires nine months after a new exam becomes available for a new release of either RES Workspace Manager or RES Automation Manager. During this grace period you need to re-certify for the latest release in order to remain RES Software Certified Trainer. The 'old' product certifications will remain valid.

2. Preparing for the Exam

2.1 Introduction

It is recommended that exam-takers have knowledge, skills and abilities necessary to install, administer and support RES Workspace Manager 2012 prior to taking this exam.

2.2 Recommended Knowledge and Skills

For the RWMBX-500 RES Workspace Manager 2012 Basic Exam you need to meet the following prerequisites:

- Completion of Microsoft Course 6421A: Configuring and Troubleshooting a Windows Server 2008 Network Infrastructure (or equivalent skills and knowledge).
- Hands-on experience in supporting networks and end users.

2.3 Recommended Product Experience

Recommended Product Experience for taking the RWMBX-500 RES Workspace Manager 2012 Basic Exam includes, but is not limited to:

- Infrastructure
- Installation and Setup
- Access Control based on Context
- Desktop Transformation
- Composition
- Management
- Advanced Application Management
- Tracking and Reporting
- Security
- Performance

2.4 Recommended Training

RES Workspace Manager 2012 Courses are recommended before taking the exam. These courses may be taken at any RES Authorized Learning Center (RALC). A list of RALCs is available at <http://www.ressoftware.com/partnering-with-res/by-type/ralcs>.

- **RES Workspace Manager 2012 Basic Course - Composition & Personalization (RWMBC-510)**

Description

The RES Workspace Manager 2012 Basic Course - Composition & Personalization (RWMBC-510) is a two-day course that provides comprehensive training for administrators on the installation, set up and use of RES Workspace Manager 2012, from planning your environment to personalizing it. Note that it is advisable to combine RWMBC-510 with RWMBC-520 and RWMBC-530.

Target audience

Administrators who perform workspace management with RES Workspace Manager in Microsoft Windows environments.

Duration guidelines

2 days, combined with RWMBC-520 and 530: 5 days

Prerequisites

Basic knowledge of Microsoft Windows operating systems.

Course Outline

- Introduction of RES Workspace Manager
- Infrastructure
- Installation and Setup
- Access Control based on Context
- Desktop Transformation
- Composition
- Management
- Labs

- **RES Workspace Manager 2012 Basic Course - Advanced Administration (RWMBC-520)**

Description

The RES Workspace Manager 2012 Basic Course - Advanced Administration (RWMBC-520) is a two-day course that provides comprehensive training for administrators on Advanced Administration in RES Workspace Manager 2012, including application virtualization and reporting. Note that it is advisable to combine RWMBC-510 with RWMBC-520 and RWMBC-530.

Target audience

Administrators who perform workspace management with RES Workspace Manager in Microsoft Windows environments.

Duration guidelines

2 days, combined with RWMBC-510 and 530: 5 days

Prerequisites

- Basic knowledge of Microsoft Windows operating systems.
- RES Workspace Manager 2012 Basic Course - Composition & Personalization (RWMBC-510)

Course Outline

- Introduction of RES Workspace Manager
- Infrastructure
- Access Control based on Context
- Advanced Application Management
- Tracking and Reporting
- Management
- Labs

- **RES Workspace Manager 2012 Basic Course - Security & Performance (RWMBC-530)**

Description

The RES Workspace Manager 2012 Basic Course - Security & Performance (RWMBC-530) is a two-day course that provides comprehensive training for administrators on the configuration and use of the security and performance related features of RES Workspace manager 2012. Note that it is advisable to combine RWMBC-510 with RWMBC-520 and RWMBC-530.

Target audience

Administrators who perform workspace management with RES Workspace Manager in Microsoft Windows environments.

Duration guidelines

2 days, combined with RWMBC-510 and 520: 5 days

Prerequisites

- Basic knowledge of Microsoft Windows operating systems.
- RES Workspace Manager 2012 Basic Course - Composition & Personalization (RWMBC-510)
- RES Workspace Manager 2012 Basic Course - Advanced Administration (RWMBC-520)

Course Outline

- Introduction of RES Workspace Manager
- Infrastructure
- Security
- Performance
- Management
- Labs

2.5 Practice / Self-Study

Besides Classroom trainings, a Self-Study Kit is available at <http://support.ressoftware.com> > Downloads. This kit can be used if no classroom training is available.

[RES Online Learning](#) provides an engaging way to learn about RES Workspace Manager, RES Automation Manager, and other RES Products and technologies. These short video tutorials include animations, demos and other activities. Start today, track your progress and learn how to use the products. It's easy and it's free.

Sample Questions

When users start work in the morning, they experience excessive logon times. The administrator investigates the problem and discovers that the large numbers of simultaneous logons are affecting the performance of the entire environment. Which RES Workspace manager feature can be used to improve this situation?

- A) User Sessions
- B) Sessions Security
- C) Access Balancing
- D) Access Control

Answer: C

A local Administrator's Scope limits him to his own OU. What is the BEST way to let him define separate E- Mail Template Outlook signatures for his part of the organization (based on OU)?

- A) Create separate instances of Outlook for each OU, each referring to its own E-Mail template
- B) Create separate instances of Outlook for each OU, each referring to the same E-Mail template.
- C) Create one global instance of Outlook referring to one E-Mail template with access control set to all OUs
- D) Create one global instance of Outlook referring to separate E-Mail templates with access control set to the respective OUs.

Answer: D

An administrator will set the "Unmanaged shortcuts to same executable" option to "replace with managed shortcuts" when

- 1) transferring from an unmanaged environment to a managed workspace
- 2) enabling the "managed applications" feature for the first time
- 3) both managed and unmanaged shortcuts to the same executable exist

- A) 1 and 2
- B) 1 and 3
- C) only 3
- D) 1,2 and 3

Answer: B

3. Exam Sections and Weights

3.1 Introduction

The RWMBX-500 RES Workspace Manager 2012 Basic Exam is divided into 10 sections. Each section is weighted as follows, totaling 100%.

3.2 Section Titles and Weights

Topic	Percentage / Weight
Introduction	2%
Infrastructure	7%
Installation and Setup	8%
Access Control Based on Context	15%
Desktop Transformation	6%
Composition	29%
Tracking and Reporting	6%
Security	10%
Performance	7%
Management	10%

3.3 How Sections Weights Relate to Questions on the Exam

Section weights correlate directly to the number of questions on the exam. For example, if an exam has 60 questions, and section 1 is weighted as 10%, then 6 of the questions on the exam will relate to section 1 ($60 \times 10\% = 6$).

Section weights are **not** used to calculate an exam-taker's score. Section weights are meant to indicate the number of items that cover a specific topic. Because some questions may have different point values assigned to them, section weights and exam scores do not always have a 1:1 correlation.

4. Exam Resources

4.1 Introduction

The items for the exam were developed directly from the exam objectives. The exam objectives are used to test exam-takers' knowledge, skills and abilities related to each section of the exam.

Some of the exam objectives will correspond, or map, to field experience. Exam takers should have at least six months of experience with implementations of RES Workspace Manager 2012 to increase their likelihood of passing this exam.

For optimal performance on this exam, RES Software recommends that exam-takers attend the RES Workspace Manager 2012 Basic Courses.

4.2 Resources Used to Develop the Exam

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- The RES Workspace Manager 2012 Basic Course - Composition & Personalization (RWMBC-510) manual. This manual is used in a two-day course that provides comprehensive training for administrators on the installation, set up and use of RES Workspace Manager 2012, from planning your environment to Composition.
- The RES Workspace Manager 2012 Basic Course - Advanced Administration (RWMBC-520) manual. This manual is used in a two-day course that provides comprehensive training for administrators on the Advanced Administration Module in RES Workspace Manager 2012, including Advanced Application Management and Tracking & Reporting.
- The RES Workspace Manager 2012 Basic Course - Security & Performance (RWMBC-530) manual. This manual is used in a two-day course that provides comprehensive training for administrators on the Security and Performance Modules in RES Workspace Manager 2012.
- The RES Workspace Manager 2012 Administration guide, available from <http://support.ressoftware.com> > Library.
- The RES Workspace Manager Help file.
- Hands-on knowledge of RES Workspace Manager 2012.